



**Massachusetts Bay
Transportation Authority**

General Manager's Remarks

Joint Meeting of the FMCB and MassDOT Board

January 22, 2018




Agenda

- Recognizing Emil Hovanesian
- Contract/procurement updates:
 - IAM Local 264
 - The RIDE
 - Late-night bus service
- Relocation of Capital Delivery and Capital Program Oversight teams
- Lean kickoff



Recognizing Emil Hovanesian

- While driving along Route 136
 - December 26, 2017, in Malden
 - During stretch of arctic temperatures
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- Rescued a man lying on the ground whose wheelchair had tipped over
 - Heroic actions may have prevented serious injury or worse



Tentative agreement with IAM Local 264



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- On Friday, the MBTA and Local 264 jointly announced a tentative agreement on general terms that will constitute a new multi-year CBA
- While both sides have agreed to withhold further comment or details at this time, we thank the teams from both sides for their efforts



- A **transition agreement was signed** to move on from the current vendor and launch a new procurement
- The RIDE has worked to **stabilize TRAC operations**, with **improvements to reliability and on-time performance for customer**
- The team has fully re-developed the RFP, incorporating **lessons learned from current operations** and **feedback from The RIDE Taskforce**
- The **new procurement was posted** last Thursday, 1/18
- The **selection process is expected to last through the spring**, followed by a transition of services to the selected vendor
- In addition to **performing reservations, scheduling, and dispatching**, the new vendor will be expected to implement new technologies and operational best practices to **reduce cost-to-serve and improve customer satisfaction**



Late Night Service Request for Proposals

The MBTA has posted a RFR for Late Night Bus Service on Commbuys

Soliciting proposals to operate turnkey bus service as a pilot of a single overnight bus route

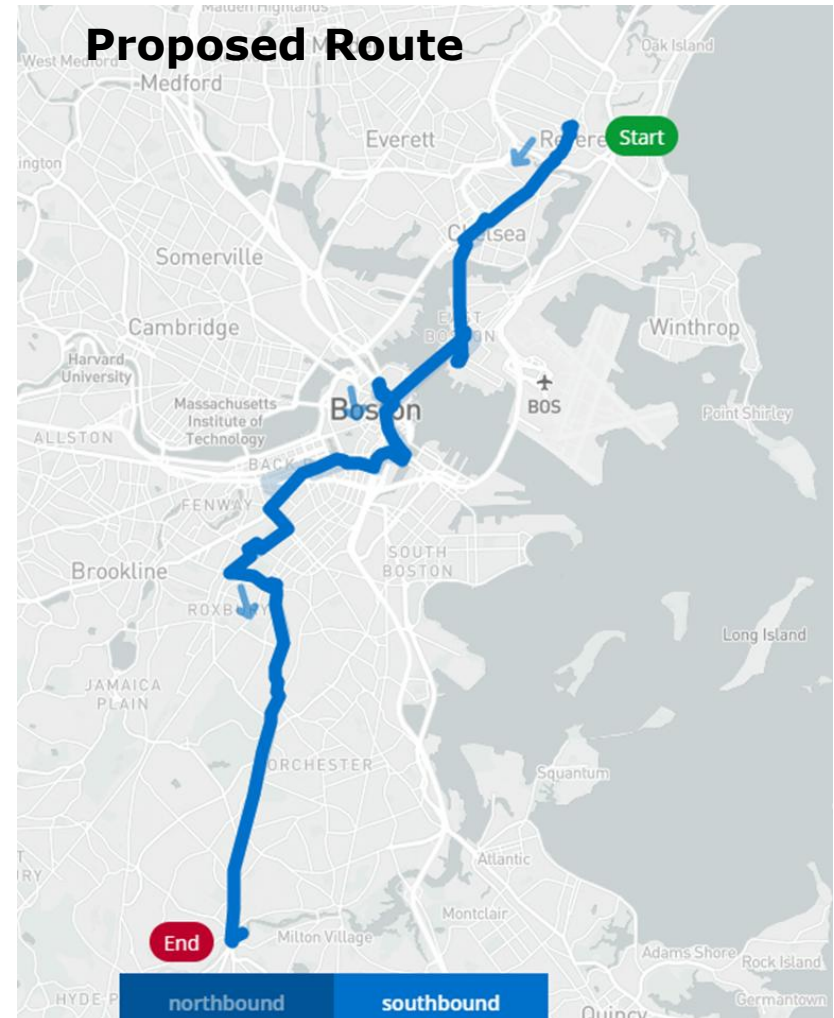
Proposals are due February 14, 2018

Results of the RFR will be presented to the FMCB in late February

If pilot is adopted, potential scenarios include service run by T with standard fare collection, or privately operated service that could run at no cost to customers

If adopted, the 12-month pilot would operate:

- 1 am to 4:15 am
- every 30 minutes
- 7 days a week





- This weekend: first wave of relocating staff from Capital Delivery team from 100 Summer Street to 10 Park Plaza
- Next weekend will be second wave, comprised of Capital Program Oversight
- Both teams moved to 100 Summer Street nearly four years ago
- In total, relocating more than 100 employees, resulting in significant cost savings for rent, approximately \$170,000/month
- Teams relocated to 10 Park Plaza will enhance coordination of project development/delivery across departments
- Part of our continuing efforts to ramp up capital investments: SGR, modernization, accessibility, and smart expansion



- Last week marked the kickoff of a program to integrate lean processes into workforce and operations
- In addition to improving processes and achieving efficiencies across the MBTA, lean seeks to increase productivity without sacrificing quality
- **Maintaining our fiscal discipline still requires same urgency and attention**
- Still need to aggressively focus on cost controls and budget deficit